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HLA-AWARE is a trademark of the Viiv Healthcare group of companies.
Overview
The Diagnostic Resource Center is a practical online destination for healthcare professionals and supporting clinic staff members. We offer user-friendly content, accessible online 24 hours a day, for busy professionals who are interested in ViiV Healthcare diagnostic support programs.

Why Register?
All visitors to the site will find current information about the ViiV Healthcare diagnostic support program, HLA-Aware™, and registered US healthcare professionals and supporting clinic staff members will have the ability to print and request HLA-Aware™ CERTIFICATES online. Registered users will be notified when new programs and features are added to the site.

Tropism Access Program (TAP)
Please note: the Tropism Access Program (TAP) has been discontinued, so registrants can no longer print TAP CERTIFICATES through the ViiV Healthcare Diagnostic Resource Center.

HLA-Aware™ Program
In collaboration with LabCorp® and Quest Diagnostics®, ViiV Healthcare offers the HLA-Aware™ Program to facilitate screening for the HLA-B*5701 allele. The test must be ordered by a healthcare professional. Healthcare professionals who are new to the HLA-Aware™ Program will need to request access through their ViiV Healthcare representative. Test analysis is performed by LabCorp® or Quest Diagnostics®. These labs will invoice ViiV Healthcare directly.

HLA-Aware is a trademark of the ViiV Healthcare group of companies.
LabCorp is a registered trademark of Laboratory Corporation of America® Holdings.
Quest Diagnostics is a registered trademark of Quest Diagnostics.
The steps for registering a healthcare professional account with the Diagnostic Resource Center are simple and can be accomplished in minutes. Please note: all accounts must be registered with a valid National Provider Identifier (NPI). Clinic staff member accounts may be linked to multiple HCP/NPI accounts.

**Why do we ask for an NPI?**

An NPI number is required to verify professional access to ViiV Healthcare support. ViiV Healthcare does not share this information.

When you’re ready to begin, go to ViiVHCDxResource.com and click REGISTER. Then select which type of account you’d like to register: Healthcare Professional or Clinic Staff.

**Healthcare Professional Accounts**

1. **Enter the NPI**

Entering an NPI number unlocks the HCP registration form. If you need help, an NPI “Find it now” link is provided below the collection field to connect you to the National Plan & Provider Enumeration System (NPPES) NPI Registry website. The website is independent from ViiV Healthcare, and you will be prompted with a message that you are leaving our site. Click Allow to continue.

Once you have retrieved the NPI, enter it in the collection field and click Search.
**Verification:** To ensure the NPI you enter is correct, the NPI database is searched for the associated provider name. If the name returned is the one you’re trying to register, please continue to the next step. If the name is incorrect, check to make sure you have entered the NPI correctly. If you’re still seeing an error, please contact NPPES for assistance. ViiV Healthcare cannot alter or correct any information in the NPI database.

If you mistakenly click **Yes** to verify and see the wrong NPI on the registration form, return to the homepage and click **REGISTER**. This action will clear the form and restart the registration process.

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2) **Enter Profile Information**

**E-mail:** The e-mail address you provide will function as your username on the site and will be used for matching and sending **Forgot Password** information when requested. We may also use the e-mail you provide to notify you of additional programs and support features and to send periodic messages from ViiV Healthcare.

**Password:** Passwords must be at least six characters long and contain at least one number. If you forget your password, click on the **Forgot Password** link located on the **Log In** page.

**Clinic Information:** Click the **Add Clinic** button to review and submit clinic details. Initially, address fields will prefill according to the information stored in the NPI database. Please verify the information is current. These fields are editable, so you can update information that’s not correct. You’ll also need to fill in the clinic name before you click **Submit**. Every user account must have at least one clinic on file.
Review Terms and Register

Check the box to agree with the terms of the Diagnostic Resource Center. Registration will not be finalized until this box is selected. For additional information on the privacy policy of ViiV Healthcare, follow the link provided. Once you have completed this step, click REGISTER.

Validation Prompts: When required information is not provided or is entered incorrectly, you will be prompted with a validation message. When this happens, correct the error and re-enter your password before clicking REGISTER.

Additional Clinics: When multiple clinic locations will be receiving test results, providers may want to save additional locations to the profile. This can be accomplished with the Add Clinic button during registration, or later, when the user is logged in. Saved locations will be readily available in drop-down list form when preparing HLA-Aware™ CERTIFICATES.

HLA-Aware is a trademark of the ViiV Healthcare group of companies.
Clinic Staff Member Accounts

As a clinic staff member, you can create a login ID and password, which will allow you to print CERTIFICATES on behalf of the HCP you support.

1 Add Registered HCPs (NPIs)

Clinic staff members must link to an existing HCP account in the Diagnostic Resource Center database for the ability to print and request CERTIFICATES on behalf of the HCP they support. If the HCP account has not yet been created, HCPs can follow the steps outlined previously in this manual to register.

Note: To access HLA-AWARE™ CERTIFICATES, HCPs must be approved for the HLA-AWARE™ Program and can make an approval request through their Viiv Healthcare representative.

Once the HCP account has been created, authorized clinic staff members can link to the HCP account for HLA-AWARE™ CERTIFICATE access. Click the Add Healthcare Professional button to link your clinic account to a registered HCP and associated NPI.
You must link at least one HCP/NPI to your clinic account to complete the registration process. If you are authorized to access diagnostic testing CERTIFICATES for multiple HCPs, you may add multiple HCPs to your clinic staff member account during registration or later when you’re logged in. HCPs linked to your account are notified of this action and have the ability to revoke your privileges at any time.

Once you click Add Healthcare Professional, you will be prompted to provide the NPI of the HCP you’re trying to add. Alternatively, you can enter the HCP’s name and zip code, and we’ll help you look up the NPI. If more than one NPI number is returned in the lookup step, select the correct HCP according to the clinic location. When an HCP has been added to your account, the NPI and name will appear in a table titled Healthcare Professionals.

Note: Clinic staff may only print CERTIFICATES for HCPs who have CERTIFICATE access and remaining CERTIFICATES to print in the current time period. CERTIFICATE counts will reset monthly for the HLA-Aware™ Program. Counts are displayed on your profile page. You must be registered and logged in to view My Profile.
Enter Profile Information

**Name:** By assigning your name to a clinic staff member account, you are acknowledging that you are authorized to access *CERTIFICATES* on behalf of the HCP(s) you link to your account.

**Clinic Location:** Enter clinic address, phone number, and fax number in the fields provided.
E-mail: The e-mail address you provide will function as your username on the site and will be used for matching and sending **Forgot Password** information when requested. We may also use the e-mail you provide to notify you of additional programs and support features and to send periodic messages from ViiV Healthcare.

Password: Passwords must be at least six characters long and contain at least one number. If you forget your password, click on the **Forgot Password** link located on the **Log In** page.

3 **Review Terms and Register**

Check the box to agree with the terms of the Diagnostic Resource Center. Registration will not be finalized until this box is selected. For additional information on the privacy policy of ViiV Healthcare, follow the link provided. Once you have completed this step, click **REGISTER**.

Validation Prompts: When required information is not provided or is entered incorrectly, you will be prompted with a validation message. When this happens, correct the error and re-enter your password before clicking **REGISTER**.
Once you are logged into the site, a link to the My Profile page appears in the upper right corner. Click on this link to review and update healthcare professional or clinic staff member details, including:

1. **Edit Name**
   To update the name associated with your account, go to the My Profile page and select **Edit Name**. Fill in the new name and click **Submit**.

2. **Edit E-mail**
   To update the e-mail address associated with the account, go to the My Profile page and select **Edit E-mail**. Enter the new e-mail and click **Submit**.
   
   **Note:** The e-mail address you provide also functions as the username on your account. Taking this action will require you to log back into the site with your new e-mail/username.

3. **Edit Password**
   To change your password, go to the My Profile page and select **Edit Password**. You will be asked to enter your current password first and then your new password. When you are finished, click **Submit**.

The NPI number associated with an HCP account cannot be changed.
Healthcare Professionals: Add/Edit/Remove Clinics, View CERTIFICATE Status, Manage Clinic Staff Member Accounts

4 Add Clinic
To add a new clinic location to your HCP profile, go to the My Profile page and select Add Clinic below the My Clinics table. Enter the new clinic information and click Submit. You should now see the new clinic location listed. All fields are required.

5 Edit Clinic
To update an existing clinic, go to the My Profile page and select Edit on the right side of the My Clinics table. Fill in the new information and click Submit. All fields are required.

6 Remove Clinic
To delete a clinic from your HCP profile, go to the My Profile page and click Remove on the right side of the My Clinics table. Caution: This action will delete the entire clinic entry. You cannot undo this action. If you accidentally remove a clinic from your profile, re-enter the location details using the Add Clinic option. Every HCP account must have at least one clinic on file. You may Add and Edit clinic information at any time, but you may only Remove a clinic location when more than one clinic is listed.
Go to the My CERTIFICATES table on the My Profile page to view HLA-AWARE™ CERTIFICATES remaining in the HCP account for the current time period. HCPs and supporting clinic staff members may collectively print up to 50 HLA-AWARE™ CERTIFICATES per month. HLA-AWARE™ CERTIFICATE limits will automatically reset on first day of the month. When the limits have been reached, you will not be able to print CERTIFICATES until the new period starts.

To have the ability to print HLA-AWARE™ CERTIFICATES, HCPs and clinic staff members must use a registered, program-approved HCP account. If “Program Approval Needed” message displays for HLA-AWARE™ CERTIFICATES, HCPs must make a program approval request through their ViV Healthcare representative. Once program approval is obtained, CERTIFICATE status will update in the table.

### Manage Clinic Staff Member Accounts

Authorized clinic staff members can now register an account with the Diagnostic Resource Center and link to your NPI to print and request CERTIFICATES on your behalf. You may authorize up to 5 clinic staff members at a time for this purpose, and you will be notified by e-mail each time you are linked to a clinic staff member account. You have the ability to revoke a clinic staff member’s privileges in the notification e-mail or at any time on your profile page. Go to the My Clinic Staff table on the My Profile page to see the list of clinics linked to your account. Click Remove on the right side of the table when you want to disconnect a clinic staff member account.

HLA-AWARE™ is a trademark of the ViV Healthcare group of companies.
Clinic Staff: *Edit Clinic, Add/Remove HCP(s)*

4 **Edit Clinic**

To update your clinic details in a Clinic Staff Account, go to the My Profile page and select *Edit Clinic* button. This will call up the Clinic Information box with your clinic’s details filled in. Fill in the new information and click *Submit*. All fields are required.
Add Healthcare Professional

When you’re authorized to access diagnostic testing CERTIFICATES for multiple HCPs, you may add them to your clinic staff profile. To add an HCP to your profile, go to the My Profile page and select the Add Healthcare Professional button. This will call up the Healthcare Professional information box where you will need to enter the NPI or name and zip code of the HCP you’re trying to add. Follow the prompts to find and select an HCP to add to your clinic account. Once you have added an HCP to your account, you will see the NPI, HCP name, and status for printing HLA-AWARE™ CERTIFICATES in the My Healthcare Professionals table on your profile page. HCPs are notified when you add them to your account and have the ability to revoke your privileges at any time.

Note: Only five clinic staff members at a time can be linked to an HCP account for the ability to print and request CERTIFICATES on the HCP’s behalf. Once the five-member limit is reached, HCPs must revoke privileges from an existing clinic staff member before you can add the HCP.

Remove HCP

To delete an HCP from your clinic staff profile, go to the My Profile page and click the Remove link on the right side of the gray healthcare professional information table. **Caution: This action will delete the entire HCP entry. You cannot undo this action.** If you accidentally remove an HCP from your profile, re-enter HCP details using the Add Healthcare Professional option. Every clinic account must have at least one healthcare professional on file. You may Add an HCP at any time, but you may only Remove an HCP when more than one is listed.

Note: Clinic Staff may not update healthcare professional information. This information can only be updated by logging into the healthcare professional account.
To have the ability to print HLA-Aware™ CERTIFICATES, HCPs and clinic staff members must use a registered, program-approved HCP account. If “Program Approval Needed” appears in the column for HLA-Aware™ CERTIFICATES, HCPs must make a program approval request through their ViiV Healthcare representative. Once program approval is obtained, HLA-Aware™ CERTIFICATE status will reflect in the My Healthcare Professionals table on your profile page. HCPs and authorized clinic staff members may collectively print up to 50 HLA-Aware™ CERTIFICATES each month. CERTIFICATE status will automatically reset on the first day of the month to 50 for HLA-Aware™ CERTIFICATES. Once the limit has been reached, the print button will become inactive on the print page.

HLA-Aware™ is a trademark of the ViiV Healthcare group of companies.
Print HLA-AWAre™ CERTIFICATES

HLA-B*5701 Screening Supported by ViIV Healthcare

The HLA-AWAre™ Program facilitates access to HLA-B*5701 screening at no cost to the patient or the healthcare professional. Registered HCPs and supporting clinic staff members can print program CERTIFICATES conveniently online by selecting the Print HLA-AWAre™ CERTIFICATES page from the HLA-AWAre™ drop-down menu. You must be registered and logged in to access this feature.

1 Program Access

Healthcare professionals who are new to the HLA-AWAre™ Program will need to request access through their ViIV Healthcare representative.

Program approval unlocks the Print HLA-AWAre™ CERTIFICATES page for new program participants who are registered and logged in. Prior to access being granted, any attempt to access the print page will redirect new program participants to their ViIV Healthcare representative contact information.

Home > HLA-AWAre™ > HLA-AWAre™ Program Access

1 HLA-AWAre™ Program Access

New program participants must submit an HLA-AWAre™ Program access request through their ViIV Healthcare representative.

ViIV Healthcare Representative Contact Information

[Representative Name]
[Representative Email]
[Representative Telephone]

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Clinic Location

Healthcare Professionals: On the Print HLA-AWARE™ CERTIFICATES page, select a clinic location to receive test results. If the location you need has not yet been saved to your account and is not viewable in the drop-down list, you can enter new clinic details by selecting the Add Clinic button. Once you have finished entering the new details, click Submit. To update existing clinic details, choose your clinic location from the drop-down list and click Edit Clinic. Once you have finished entering the new details, click Submit.
Clinic Staff Members

On the Print HLA-AWARE™ CERTIFICATES page, you will only have one clinic listed in the drop-down list to select. Clinic staff members cannot add additional clinics to a clinic staff profile. You can, however, edit your clinic details by selecting the Edit Clinic button, filling in your updated information, and clicking Submit.

Clinic Staff Members: HCP Selection

Select from the drop-down menu the HCP whose name and NPI will be printed on the CERTIFICATE(S). If an HCP has not yet been added to your account, you can enter new HCP details by going to the My Profile page and clicking Add Healthcare Professionals below the table titled My Healthcare Professionals. Follow the prompts to find and select an HCP to add to your clinic staff member account. The HCP must be registered with the Diagnostic Resource Center before you can add him/her to your account.

If you’ve added an HCP to your account but still do not see the name in the drop-down field, it’s likely the HCP has not yet been approved for the HLA-AWARE™ program. HCPs can request program approval through their Viiv Healthcare representatives.

Once the HCP is added and program-approved, you will see the HCP name in the drop-down list along with the number of HLA-AWARE™ CERTIFICATES remaining for the current period. HCPs can print up to 50 HLA-AWARE™ CERTIFICATES each month. Once the maximum monthly limit has been reached, you will not be able to print CERTIFICATES until the monthly limit resets on the first of the following month.

If you are printing CERTIFICATES for more than one HCP, you must print them separately in batches for each HCP.
A lab selection is required and will determine which HLA-Aware™ CERTIFICATE is printed. When LabCorp® is selected, a field to enter a LabCorp® account number will appear just below. A lab account field will not appear with a Quest Diagnostics® selection.

A LabCorp® account number is required when printing HLA-Aware™ CERTIFICATES. This number is used to accurately identify the requesting clinic and preferred delivery method for receiving test results. Account numbers are never used for billing purposes, as testing provided through the program is paid for by Viiv Healthcare.

Current LabCorp® customers will receive their results through their current result delivery method. Customers without a LabCorp® account should contact LabCorp at 1-800-533-1037 to obtain an account number and determine the desired method for delivery of results.

The field will be prepopulated for your convenience the next time you access the form.

For HLA-Aware™ testing ordered through Quest Diagnostics®, the Lab Account Number field is prefilled and printed on the HLA-Aware™ CERTIFICATE.
6 Patient Information

Entering patient information before printing is optional and offered solely for your convenience. We do not collect, store, or share any patient data.

To print without entering patient information, select the box that says "Blank CERTIFICATE" in the Patient Information section and then click on Print HLA-Aware™ CERTIFICATES.

To add patient information before printing, use the Patient Information fields to fill in patient name, date of birth, and sample collection date. When you’ve completed entering patient information, click on Print HLA-Aware™ CERTIFICATES.

7 Multiple CERTIFICATE Generation

Registered healthcare professionals and supporting clinic staff members may generate up to ten uniquely coded CERTIFICATES at a time. Use the Add CERTIFICATE link below the Patient Information section to print additional CERTIFICATES.

Note: A maximum of 50 HLA-Aware™ CERTIFICATES per HCP can be printed each month through the HLA-Aware™ Program. The number of HLA-Aware™ CERTIFICATES remaining in the HCP account is displayed just above the print button on the print page and on your profile page. Once an HCP has reached the maximum limit allowed, the HCP and supporting clinic staff members will not be able to print HLA-Aware™ CERTIFICATES through the Diagnostic Resource Center until the limit resets on the first of the following month.

Each CERTIFICATE is generated with three copies – a sample copy to submit along with the test requisition form, and healthcare professional and patient copies to be retained for record-keeping.
Additional details about the program are provided online. Go to the **HLA-AWARE™ Program** page to find answers to the following questions:

- How does the program work?
- What is the process for requesting HLA-AWARE™ Program access?
- What is the process for submitting an HLA-AWARE™ CERTIFICATE?
Response to Hard Copy

HLA-Aware™ CERTIFICATES

HLA-B*5701 Screening Supported by ViiV Healthcare

The HLA-Aware™ Program facilitates access to HLA-B*5701 screening at no cost to the patient or the healthcare professional. Registered HCPs and clinic staff members can request hard copy program CERTIFICATES conveniently online by selecting the Request HLA-Aware™ CERTIFICATES page from the HLA-Aware™ drop-down menu. You must be registered and logged in to access this feature.

Hard copy HLA-Aware™ CERTIFICATES will be hand delivered by your ViiV Healthcare representative.

1 Program Access

Healthcare professionals who are new to the HLA-Aware™ Program will need to request access through their ViiV Healthcare representative.

Program approval unlocks the Request HLA-Aware™ CERTIFICATES page for new program participants who are registered and logged in. Prior to access being granted, any attempt to access this page will redirect new program participants to their ViiV Healthcare representative contact information.

HLA-Aware™ Program Access

New program participants must submit an HLA-Aware™ Program access request through their ViiV Healthcare representative.

ViiV Healthcare Representative Contact Information

[Representative Name]
[Representative Email]
[Representative Telephone]

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Clinic Location

Healthcare Professionals: On the Request HLA-Aware™ CERTIFICATES page, select a clinic location to receive test results. If the location you need has not yet been saved to your account, you can enter new clinic details by selecting the Add Clinic button. Once you have finished entering the new details, click Submit. To update existing clinic details, choose your clinic location from the drop-down list and click Edit Clinic. Once you have finished entering the new details, click Submit.

Clinic Staff Members: On the Request HLA-Aware™ CERTIFICATES page, you will only have one clinic listed in the drop-down list to select. Clinic staff members cannot add additional clinics to a clinic staff profile. You can, however, edit your clinic details by selecting the Edit Clinic button, filling in your updated information, and clicking Submit.
Clinic Staff Members: HCP Selection

Click on the drop-down menu to see each HCP’s account(s) to which you are linked. If an HCP has not yet been added to your account, you can enter new HCP details by going to the My Profile page and clicking Add Healthcare Professional below the table titled My Healthcare Professionals. Follow the prompts to find and select an HCP to add to your clinic staff member account. The HCP must be registered with the Diagnostic Resource Center before you can add him/her to your account.

If you’ve added an HCP to your account but still do not see the name in the drop-down field, it’s likely the HCP has not yet been approved for the HLA-AWARE™ program. HCPs can request program approval through their ViiV Healthcare representatives. Once the HCP is added and program-approved, you will see the HCP name in the drop-down list.
**4 Lab Selection**

A lab selection is required and will determine which HLA-Aware™ CERTIFICATE is hand delivered.

Additional details about the program are provided online. Go to the HLA-Aware™ Program page to find answers to the following questions:

- How does the program work?
- What is the process for requesting HLA-Aware™ Program access?
- What is the process for submitting an HLA-Aware™ CERTIFICATE?
Forgot Password
If you are trying to log in and cannot remember your password, go to the Log In page and select Forgot Password to request that your password be sent to the e-mail address we have on file. If you cannot remember the e-mail address on file, please call the ViiV Healthcare Customer Response Center at 1-877-844-8872 for further assistance.